

“SERVING OLDER ADULTS” WEBINAR TRANSCRIPT
EXPANDING CALFRESH TO SSI RECIPIENTS: ACCESS FOR ALL GUEST
SPEAKER SERIES
REMOTE BROADCAST CAPTIONING
THURSDAY, APRIL 04, 2019

Services provided by:
QuickCaption, Inc.
4927 Arlington Avenue
Riverside, CA 92504
Telephone - 951-779-0787
Fax Number - 951-779-0980
quickcaption@gmail.com
www.quickcaption.com

* * * * *

This text is being provided in a rough draft format. Communication Access Realtime Translation (CART) is provided in order to facilitate communication accessibility and **may not be totally verbatim record of the proceedings.**

* * * * *

>> GOOD MORNING. WELCOME TO THE THIRD WEBINAR IN OUR ACCESS FOR ALL GUEST SPEAKER SERIES AS WE GET CLOSER TO EXPANDING CALFRESH ELIGIBILITY STARTING ON JUNE 1ST. I'M BRIAN KAISER HERE AT C.D.S.S. AS WELL AS YOUR HOST. THIS PROGRAM EXPANSION WILL SIGNIFICANTLY INCREASE THE NUMBER OF CALIFORNIANS ELIGIBLE FOR CALFRESH. AS WE PREPARE FOR THE CHANGE, THIS IS A GREAT OPPORTUNITY TO SPEND TIME THINKING ABOUT HOW WE CAN TRULY MAKE CALFRESH FOOD BENEFITS ACCESSIBLE FOR ALL AND DEVELOP A BETTER UNDERSTANDING OF WHAT IT MEANS TO SERVE DIVERSE CLIENTS. TO PROVIDE A PLATFORM TO ADDRESS THE TOPIC OF MAKING CALFRESH ACCESSIBLE TO ALL. TODAY'S WEBINAR PRESENTATION IS ABOUT SERVING OLDER ADULTS. WE HOPE YOU GET ONE NUGGET OF NEW INFORMATION, A NEW PERSPECTIVE OR WAY OF THINKING ABOUT HOW YOU CAN MOST EFFECTIVELY DO YOUR WORK. WE HOPE YOU INCORPORATE THESE LESSONS AS WE RACE TOWARD JUNE 1, 2019. MEXICAN AMERICAN OPPORTUNITY FOUNDATION, CENTER FOR HEALTHY COMMUNITIES AND ACTION COMMITTEE. LET'S GO OVER WEBINAR LOGISTICS FOR THIS WEBINAR SERIES. TODAY'S WEBINAR WILL BE IN LISTEN ONLY MODE. WHICH MEANS YOU CAN HEAR THROUGH YOUR TELEPHONE OR COMPUTER BUT ALL LINES WILL BE MUTED DURING THE PRESENTATION. WE'RE OFFERING LIVE CLOSED CAPTIONING BY CLICKING THE LINK ON THE SCREEN AND UPLOAD TO WWW.CDSS.CA.GOV/CALFRESHSSI OR GOOGLE CALFRESH S.S.I. HOW DO YOU ASK QUESTIONS? YOU CAN ASK QUESTIONS BY USING THE QUESTION

FEATURE ON THE RIGHT SIDE OF YOUR SCREEN. WE WON'T BE ANSWERING QUESTIONS LIVE BUT YOU CAN SUBMIT THEM AT ANY TIME DURING THE PRESENTATION AND RESPONSES WILL BE PROVIDED TO RECIPIENTS AFTER THE WEBINAR. RESPONSES WILL BE POSTED ON THE WEBSITE ALONG WITH THE MATERIALS AND A RECORDING OF TODAY'S PRESENTATION. NEXT I WOULD LIKE TO DO A QUICK PLUG FOR THE UPCOMING WEBINARS AND ACCESS FOR ALL GUEST SPEAKERS SERIES. BOTH HAPPENING ON APRIL 16. SERVING PEOPLE IN MULTIPLE LANGUAGES AND WELCOMING IMMIGRANTS AT 10 A.M. AND SERVING DIVERSE COMMUNITIES AND ADVANCING RACIAL EQUITY AT 1 P.M. YOU CAN REGISTER ON THE WEBSITE. IF YOU WANT TO DOWNLOAD COPIES OF THE MATERIALS, VISIT THE WEBSITE AT WWW.CDSS.CA.GOV/INFORESOURCES/CALFRESHSSI/TRAINING. BEFORE I TURN IT OVER TO THE GUEST SPEAKERS, LET'S PROVIDE A QUICK REVIEW OF THE UPCOMING POLICY CHANGE THAT WILL EXPAND CALFRESH DO S.S.I. RECIPIENTS. IT STARTED IN 1974 WHEN THE FEDERAL GOVERNMENT BEGAN THE COMBINED FEDERAL AND STATE S.S.I./S.S.P.. INSTEAD OF ADMINISTERING THE FOOD STAMP PROGRAM, CALIFORNIA OPTED FOR THE CASH-UP POLICY AND INCREASED THE GRANT BY \$10. IN 1974 THIS CHANGE MADE SENSE. THE \$10 WAS ROUGHLY EQUIVALENT TO THE AVERAGE FOOD BENEFIT AT THAT TIME AND AN EFFICIENT WAY TO PROVIDE BENEFITS TO AN ELIGIBLE POPULATION. UNDER THE POLICY S.S.I. RECIPIENTS HAVE BEEN INELIGIBLE BECAUSE THEY WERE RECEIVING THE VALUE WITHIN THEIR S.S.P. GRANT. THE CHALLENGE OVER TIME THE VALUE OF CALFRESH BENEFITS

INCREASED WITH THE RATE OF INFLATION WHILE S.S.I. AMOUNT REMAINED FLAT AT \$10 AND LOST RELATIVE VALUE. MANY S.S.I. RECIPIENTS LIVING ON A LIMITED BUDGET INTENDED TO COVER BASIC NEEDS ARE LIKELY TO HAVE UNMET BASIC FOOD NEEDS AND UNABLE TO APPLY FOR HELP. ASSEMBLY BILL 1811 PASSED WHICH ENDED THE POLICY AS CASH OUT AND PUT THE WHEELS IN MOTION TO PUT THE PEOPLE IN CALIFORNIA WHO ARE RECEIVING S.S.I. AND S.S.P. TO APPLY ON OR AFTER JUNE 1, 2019. THERE WILL BE NO CHANGE TO THE COMBINED S.S.I./S.S.P. BENEFITS AS A RESULT OF THE CHANGE. THIS PROVIDES AN OPPORTUNITY TO INCREASE THEIR TOTAL BUDGET WITH MONTHLY FOOD ASSISTANCE. AND WITH THAT, I HAVE THE PLEASURE OF INTRODUCING OUR GUEST SPEAKERS, ERIN KEE MCGOVERN WITH THE NATIONAL COUNCIL ON AGING. MAYRA GUTIERREZ FROM THE MEXICAN AMERICAN OPPORTUNITY FOUNDATION. MA LAI VUE, CHICO, CENTER FOR HEALTHY COMMUNITIES, AND PHYLLIS WILLIS FROM THE LABOR ACTION COMMITTEE. ERIN, I'LL HAND IT OVER TO YOU NOW.

>> HI, THANK YOU. NEXT SLIDE PLEASE. SO I AM ERIN KEE MCGOVERN AND I'M ASSOCIATE DIRECTOR OF ECONOMIC SECURITY AT THE NATIONAL COUNCIL ON AGING. THE NATIONAL COUNCIL ON AGING IS THE NATIONAL VOICE FOR EVERY AMERICAN'S RIGHT TO AGE WELL. EACH OF US AS WE AGE WITH DIGNITY PURPOSE AND SECURITY. NEXT SLIDE PLEASE. OR MISSION IS TO IMPROVE THE LIVES OF MILLIONS OF OLDER ADULTS, ESPECIALLY THOSE WHO ARE STRUGGLING AND OUR SOCIAL IMPACT TO IS TO IMPROVE THE SOCIAL IMPACT BY 2020. THE NATIONAL COUNCIL ON AGING REACHED OUR

GOAL EARLY AND WE WILL BE ANNOUNCING AT OUR CONFERENCE OUR PLANS FOR THE FUTURE AS WE MOVE TOWARD 2020 AND BEYOND. ONE WAY THAT WE IMPACTED THE LIVES OF THESE OLDER, MILLIONS OF OLDER ADULTS IS THROUGH OUR CENTER FOR BENEFITS ACCESS. A CENTER FOR BENEFITS ACCESS PROVIDES BENEFITS OUTREACH AND ENROLLMENT ASSISTANCE TO OLDER ADULTS 65 AND PLUS AND ALSO OLD YOUNGERS WITH DISABILITIES. ONE WAY WE HELP THEM IMPROVE THEIR ECONOMIC SECURITY IS BY ENROLLING THEM IN S.N.A.P. I'M GOING TO TALK ABOUT BEST PRACTICES WE HAVE LEARNED FROM OUR NATIONWIDE PARTNERS WHO HAVE BEEN FOCUSED ON THIS WORK SINCE 2009. AND CURRENT GRANTEES ARE GOING TO TALK ABOUT THEIR EXPERIENCES ENROLLING OLDER ADULTS IN BENEFITS AND BEST PRACTICES THEY LEARNED ALONG THE WAY. SO ABOUT TWO YEARS AGO, A NATIONWIDE SURVEY TO DETERMINE WHY OLDER ADULTS WERE NOT PARTICIPATING IN BENEFITS THEY WERE ELIGIBLE TO RECEIVE. WE FOUND OUT FOUR KEY REASONS THEY ARE NOT PARTICIPATING IN THESE PROGRAMS. THE FIRST WAS LACK OF AWARENESS OF PROGRAMS. THEY DID NOT KNOW THEY WERE ELIGIBLE FOR BENEFITS. IN PARTICULAR, OLDER ADULTS ARE NOT AWARE OF ELIGIBILITY FOR S.N.A.P. ONE THING WE IDENTIFIED WAS INCREASING AWARENESS OF PROGRAMS. ANOTHER BARRIER IS ASSUMING THE APPLICATION PROCESS IS TEDIOUS. ESPECIALLY TRUE FOR THE S.N.A.P. APPLICATION PROCESS IN MANY STATES. THE APPLICATION CAN BE LONG, UP TO 40 PAGES, IT MAKES IT DIFFICULT FOR OLDER ADULT TODAY APPLY BECAUSE IT'S TIME CONSUMING AND

COMPLICATED. IF THEY HEARD ABOUT S.N.A.P. OR KNEW SOMEONE ENROLLED IN THE PROGRAM, THEY MIGHT NOT KNOW WHERE TO GO TO GET INFORMATION ON HOW TO APPLY OR WHERE TO START THEIR APPLICATION. FINALLY, WE HEARD FROM OLDER ADULTS THEY THOUGHT OTHERS NEEDED HELP MORE. WITH THE S.N.A.P. BENEFIT OLDER ADULTS COMMONLY TOLD US THEY THOUGHT S.N.A.P. WAS ONLY FOR FAMILIES WITH CHILDREN OR HOUSEHOLDS THAT WERE DIFFERENT THAN THEIR HOUSEHOLD. OR THEY FELT THEY HAD BEEN MAKING ENDS MEET FOR AS LONG AS THEY HAVE BEEN FINANCIALLY INDEPENDENT AND SO THEY FELT LIKE THEY DIDN'T NEED S.N.A.P. AND SOMEONE ELSE WHO HAD A MORE DIFFICULT FINANCIAL SITUATION WOULD BENEFIT FOR IT MORE. HOWEVER, SINCE S.N.A.P. IS AN ENTITLEMENT PROGRAM IT GROWS TO MEET THE NEEDS OF ALL THOSE WHO ARE ELIGIBLE FOR IT. NEXT SLIDE. WE HAVE IDENTIFIED PROMISING OUTREACH STRATEGIES. AND THESE ADDRESS THE FIRST BARRIER I MENTIONED, WHICH IS MANY PEOPLE NOT KNOWING ABOUT THE PROGRAM OR NOT KNOWING WHERE TO APPLY. SO THE FIRST STRATEGY WE HAVE IS USING MULTILINGUAL, RADIO, TELEVISION AND NEWSPAPER OUTREACH. WE LEARNED THAT TRADITIONAL NEWS OUTLETS, FEBRUARY, RADIO AND NEWSPAPER ARE WHERE MOST OLDER ADULTS GET THEIR INFORMATION. RADIO PROGRAMS THEY ARE LISTENING TO EVERY DAY, READING THEIR NEWSPAPER AND WATCHING TELEVISION. THIS CAN BE VERY SUCCESSFUL IF DOING AN OUT REACH CAMPAIGN. THERE ARE MANY STRATEGIES TO PAY FOR IT INCLUDING PARTNERING WITH COMPANIES WHO MIGHT BE PROVIDING

FOOD SERVICES OR PRODUCTS TARGETED TO OLDER ADULTS AND WOULD BE WILLING TO SUPPLEMENT THE COST OF THE OUTREACH WHILE THEY ARE ALSO PROMOTING THEIR PRODUCT. WE ALSO FOUND USING SOCIAL MEDIA AND TARGET ONLINE IS SUCCESSFUL. THIS INCLUDES GOOGLE ADS AND FACEBOOK STRATEGIES. LARGE PUSHES AROUND ADS ON FACEBOOK TARGETED TO OLDER ADULTS WHO ARE SEARCHING FOR THINGS SUCH AS HELP PAYING FOR GROCERIES, HELP STRETCHING THE MONTHLY FOOD BUDGET, EATING HEALTHY ON A BUDGET. AND YOU CAN TARGET ADVERTISEMENTS AROUND THOSE KEY SEARCH TERMS SO OLDER ADULTS LOOKING FOR HELP OR MONEY CAN BE CONNECTED WITH YOUR ORGANIZATION THAT CAN HELP THEM APPLY FOR S.N.A.P. WE ALSO FOUND THAT INTEGRATED S.N.A.P. OR CALFRESH OUTREACH WITH OTHER BENEFIT PROGRAMS WAS VERY VALUABLE. IF YOU ARE DOING OUTREACH AROUND LIGHT HEAT ENERGY ASSISTANCE OR MEDICARE, SOMETHING OLDER ADULTS MIGHT BE FAMILIAR WITH, THEY MAYBE ELIGIBLE FOR CALFRESH. WHEN YOU ARE HELPING WITH ONE BENEFIT APPLICATION YOU CAN HELP WITH THE CALFRESH APPLICATION AS WELL. WE FOUND VERY SUCCESSFUL WITH BUILDING PARTNERSHIPS WITH COMMUNITY TO INCREASE THE SCOPE OF OUTREACH. YOUR ORGANIZATION MIGHT BE TARGETING OUTREACH TO A SPECIFIC GROUP OF SENIORS WHO ARE FAMILIAR WITH YOUR ORGANIZATION. BUT IF YOU PARTNER WITH YOUR LOCAL FOOD BANK OR LOCAL SENIOR CENTER YOU MIGHT BE ABLE TO REACH MORE SENIORS WHO HAVE NOT HEARD OF YOUR ORGANIZATION YET. NEXT SLIDE. ONCE YOU

HAVE DONE OUTREACH HOW DO YOU EDUCATE SENIORS ABOUT THE VALUE?
THE FIRST THING WE SAID WAS REFRAMING THE CALFRESH FOOD BENEFIT
TO DEMONSTRATE THE VALUE. MANY PARTNERS HAVE DONE IT BY
EDUCATING OLDER ADULTS ABOUT THE BENEFITS THEY MIGHT RECEIVE.
THERE IS A LOT OF MISCONCEPTION YOU WILL RECEIVE ONLY \$15 A MONTH.
THAT IS THE MINIMUM. THEY RECEIVE OVER \$100 A MONTH IN BENEFITS ON
AVERAGE. THE OTHER WAY IS TO SHOW THE VALUE OF THE BENEFIT. SO
MANY OF OUR PARTNERS WILL PREPARE A GROCERY BASKET THAT HAS THE
AVERAGE MONTHLY BENEFIT AMOUNT WORTH OF FOOD IN THE BASKET SO
YOU CAN SEE HOW MUCH YOU CAN PURCHASE IF YOU GET ONE MONTH OF
BENEFIT. THAT DRIVES HOME THE VALUE OF ENROLLING IN THIS PROGRAM.
WE RECOMMEND DOING EDUCATION TO REDUCE THE SHAME AND STIGMA
AROUND THE PROGRAM. MANY OLDER ADULTS MIGHT FEEL
UNCOMFORTABLE ASKING FOR HELP BECAUSE THEY FELT THEY HAVE BEEN
ABLE TO MAKE THEIR ENDS MEET FOR MOST OF THEIR LIFE AND THEY FEEL
UNCOMFORTABLE ASKING FOR HELP. ONE WAY WE DO THIS IS BY LETTING
THEM KNOW HOW MANY ARE BENEFITING FROM THE PROGRAM AND THAT IT
IS SOMETHING THAT THEY ARE ELIGIBLE FOR. AND THAT THEY HAVE PAID
INTO THIS PROGRAM MUCH IN THE SAME WAY AS TAXES BECAUSE IT'S
SOMETHING THAT IS AVAILABLE FOR EVERYONE WHO IS ELIGIBLE TO
PARTICIPATE. WE RECOMMEND BUILDING TRUST TO EASE ANXIETY.
ESTABLISHING RELATIONSHIPS WITH YOUR CLIENT WHO ARE COMING TO
TALK TO YOU. YOU MAY NOT HELP SOMEONE COMPLETE THEIR APPLICATION

ON YOUR FIRST COMMUNICATION. YOU MIGHT HAVE AN INITIAL CONVERSATION WHERE YOU ARE GETTING TO KNOW THEM. LEARNING ABOUT WHO THEY ARE, WHAT THEIR NEEDS ARE, WHY THEY ARE COMING TO YOU ASKING FOR HELP. WHAT LIFE CHANGES HAVE HAPPENED. ON THE SECOND OR THIRD VISIT ONCE YOU HAVE GOTTEN TO KNOW THEM AND UNDERSTAND THEIR SITUATION, THEY FEEL COMFORTABLE TALKING TO YOU, THAT IS WHEN YOU GET THE CHANCE OF HELPING THEM COMPLETE THE APPLICATION. WE FOUND FROM MOST OF OUR PARTNERS THREE TO FOUR TOUCHES WITH A CLIENT ARE WHAT IT TAKES TO GET THEM COMFORTABLE WITH THEM APPLYING FOR THE APPLICATION AND BUILDING THAT TRUST. NEXT SLIDE. FINALLY, THE ENROLLMENT STRATEGY. THE MOST IMPORTANT THING I RECOMMEND DOING IS PROVIDING ONE-ON-ONE APPLICATION ASSISTANCE. AND IF SO DOING THIS IN PERSON. ONE-ON-ONE ASSISTANCE MEANS THAT YOU HAVE A PRIVATE SPACE TO TALK TO SOMEONE WHERE THEY CAN FEEL COMFORTABLE ASKING ANY QUESTIONS THEY HAVE. AND DOING THIS IN PERSON IS VERY IMPORTANT BECAUSE IT ALLOWS YOU TO READ BODY LANGUAGE, TO TELL HOW COMFORTABLE SOMEONE IS, TO MAKE EYE CONTACT AND TO BUILD THAT TRUST THAT I MENTIONED PREVIOUSLY. ALSO, TAKING ADVANTAGE OF CONTACT THAT YOU HAVE ALREADY HAD WITH ENROLLED SENIORS TO FOCUS ON THEIR ELIGIBILITY. SO THIS MEANS THAT IF SENIORS ARE ENROLLED IN OTHER PROGRAMMES YOU HELPED THEM APPLY FOR AND BUILT THAT TRUST, YOU CAN FOCUS ON THEIR S.N.A.P. ELIGIBILITY OR CALFRESH, BECAUSE THEY HAVE HAD EXPERIENCE WITH YOU

ENROLLING IN BENEFITS AND THEY KNOW MORE ABOUT WHAT THAT PROCESS IS GOING TO BE LIKE. SO YOU CAN REACH BACK OUT TO THEM AND TELL THEM, YOU KNOW WHAT? I HELPED YOU APPLY FOR LIVE LINK LAST YEAR BUT THIS YEAR YOU ARE ELIGIBLE FOR CALFRESH. COME BACK IN AND WE CAN HELP YOU APPLY FOR YOUR CALFRESH APPLICATION. FINALLY, WORKING WITHIN YOUR ORGANIZATION TO PROVIDE BETTER SCREENING AND REFERRALS. WHAT THIS LOOKS LIKE IS NO WRONG DOOR POLICY. EVERY PERSON COMING IN TO YOUR ORGANIZATION IS GOING TO RECEIVE THE SAME INFORMATION ABOUT CALFRESH. THEY ARE GOING TO BE SCREENED AT INTAKE FOR FOOD INSECURITY AND BENEFITS ELIGIBILITY. AND THEN YOU CAN MAKE A REFERRAL INTERNALLY TO THE CORRECT PERSON TO HELP THEM WITH THE APPLICATION. BUT YOU ARE NOT PUTTING THE BURDEN THE SENIOR TO FIND THE PERSON WITHIN YOUR ORGANIZATION WHO CAN HELP THEM. YOU ARE DOING THAT INTERNALLY AT STAFF. FINALLY, PROVIDING TRAINING TO YOUR STAFF ON HOW TO BE SENSITIVE AND TALKING TO SENIORS WHO ARE POTENTIALLY ELIGIBLE BUT NOT PARTICIPATING IN A WAY THAT MAKES THEM FEEL COMFORTABLE. NEXT SLIDE. WE'RE GOING TO HERE FROM MAYRA AT MEXICAN AMERICAN OPPORTUNITY FOUNDATION.

>> THANK YOU, ERIN. GOOD MORNING, EVERYONE. MY NAME IS MAYRA GUTIERREZ. CAN THE MEXICAN AMERICAN OPPORTUNITY FOUNDATION? M.A.O.F. AS WE'RE KNOWN AS A NONPROFIT ORGANIZATION SERVING DISADVANTAGED INDIVIDUALS AND FAMILIES IN THE LOS ANGELES AREA FOR

MORE THAN 50 YEARS. M.A.O.F. IS THE LARGEST LATINO SERVICES ORGANIZATION IN THE U.S. HOWEVER, WE WELCOME NON-LATINOS AND PROVIDE SERVICES TO ALL. TODAY I'LL SPEAK ON THE BEST PRACTICES WHEN WORKING WITH LATINO OLDER ADULTS. I BELIEVE THIS WOULD APPLY TO ANY OLDER ADULT. NEXT SLIDE. SO WE'LL START OFF WITH GAINING TRUST. GAINING TRUST IS A BEST PRACTICE WHEN WORKING WITH LATINO OLDER ADULTS. IT'S PARAMOUNT TO GET THEM TO LISTEN AND OPEN UP TO YOU. IF THEY DON'T TRUST YOU, THEY ARE NOT GOING TO BE RECEPTIVE TO ANYTHING YOU HAVE TO TELL THEM. GAINING TRUST IS PARAMOUNT. PART OF GAINING TRUST REQUIRES YOU BUILD A SPACE FOR THEM WHERE THEY CAN COME AND JUST TALK TO YOU ABOUT ANYTHING THAT'S ON THEIR MIND. THEY HAVE QUESTIONS FOR YOU, YOU KNOW. A PLACE WHERE THEY FEEL THEY CAN ASK QUESTIONS WITHOUT FEELING EMBARRASSED OR AFRAID AND SPEAKING THEIR LANGUAGE. MOST OF OUR CLIENTS ARE MONO LINGUAL SPANISH. THEY CAN SPEAK IN SPANISH WITHOUT EMBARRASSMENT OR FEAR. MOST OF THEM ARE -- HAVE MINIMAL EDUCATION SO YOU HAVE TO SPEAK TO THEM AT A LEVEL THEY UNDERSTAND. SO ONCE TRUST IS BUILT, THEN THEY WILL SPREAD THE WORD ABOUT YOUR AGENCY. SO TRUST IS VERY IMPORTANT. WE'LL MOVE ON. NEXT SLIDE. ANOTHER BEST PRACTICES. GO WHERE THEY GATHER. YOU CAN'T JUST WAIT FOR SENIORS TO COME TO YOU, YOU HAVE TO GO TO THEM. AND ONCE GOING BACK TO TRUST, ONCE TRUST IS BUILT, THEY WILL COME TO YOU. BUT YOU DO HAVE TO GO OUT AND BE VISIBLE IN THE COMMUNITY. SO YOU HAVE TO GO TO SENIOR CENTERS,

SENIOR BUILDINGS, CHURCHES, LOCAL SOCIAL SECURITY OFFICES AND HOSPITALS. NEXT SLIDE. OKAY, AND ANOTHER BEST PRACTICE IS BEING PREPARED. SO YOU HAVE TO EDUCATE YOURSELF ABOUT A BENEFIT PROGRAM. WE'RE SPEAKING ABOUT CALFRESH BUT IN GENERAL ABOUT ANY BENEFIT PROGRAM BEFORE YOU ATTEMPT TO EDUCATE SENIOR CLIENTS. YOU HAVE TO HAVE MATERIALS IN THE LANGUAGE THAT YOUR CLIENTS SPEAK. AND THEY SHOULD BE CONCISE SO YOU DON'T OVERWHELM THEM WITH A LOT OF TECHNICAL LANGUAGE. AND BE PREPARED TO BE READY TO ANSWER QUESTIONS AND/OR SPEAK TO FAMILY MEMBERS. OFTEN TIMES YOU TALK TO A SENIOR ABOUT CALFRESH AND THEY ARE LIKE I WANT TO TALK TO MY SON OR DAUGHTER ABOUT IT. YOU HAVE TO BE READY TO SPEAK TO FAMILY MEMBERS. NEXT SLIDE. IT'S ALSO VERY IMPORTANT TO TAILOR YOUR MESSAGE TO THE SENIOR COMMUNITY. YOU MUST ADDRESS MYTHS OR CONCERNS SENIORS HAVE ABOUT CALFRESH. SOME ARE THEY WILL HAVE TO PAY THE STATE BACK FOR PARTICIPATING IN CALFRESH. THEY WILL REDUCE THEIR SOCIAL SECURITY BENEFIT IF THEY PARTICIPATE. CALFRESH IS A PUBLIC CHARGE. IT WILL TAKE THE BENEFIT AWAY FROM FAMILIES WITH CHILDREN AND THEY WILL ONLY RECEIVE \$15 IN BENEFIT. THE AVERAGE IS ABOUT \$100 AS ERIN MENTIONED. THESE ARE MYTHS SENIORS HAVE. OR THEY HAVE ENCOUNTERED. IF NO ONE CHALLENGED IT, THEY BELIEVE IT. YOU HAVE TO BE ABLE TO SORT OF EXPLAIN TO THEM, YOU KNOW, OKAY, THESE ARE THE FACTS AND THIS IS ACTUALLY JUST A MYTH. NEXT SLIDE. LASTLY, A BEST PRACTICE WHEN WORKING WITH, AGAIN, LATINO OLDER

ADULTS OR ANY OLDER ADULTS, TO BE SUCCESSFUL YOU HAVE TO BUILD PARTNERSHIPS. AND SO THAT'S VITAL FOR OUTREACH. PARTNERS HELP YOU IN SPREADING YOUR OUTREACH MESSAGE, IMPORTANT IN BUILDING TRUST. IF A SENIOR GOES TO A SENIOR CENTER, THEY FEEL COMFORTABLE IN AND THEY TRUST AND YOU GO THERE AND YOU ARE WELCOMED BY THE DIRECTOR THERE, THEY TRUST THE DIRECTOR, THEY WILL TRUST YOU AS WELL. PARTNERS HELP WITH REFERRALS. PARTNERSHIPS ALLOW YOU TO BE MORE VISIBLE IN THE COMMUNITY. WE'LL GO BACK TO TRUST IS IMPORTANT IN GAINING TRUST. LASTLY, WHEN BUILDING A PARTNERSHIP, IT'S IMPORTANT TO HAVE A KEY CONTACT PERSON. AND THAT WILL BE IT FOR ME. I'LL PASS IT OVER TO MA LAI VUE FROM SENIOR COMMUNITY.

>> THANK YOU, MAYRA. GOOD MORNING. EVERYONE. I'M WITH THE CHICO CENTER FOR HEALTHY COMMUNITY. WE HAVE A GRANT FROM THE CALIFORNIA DEPARTMENT OF SOCIAL SERVICES TO PROVIDE OUTREACH STATEWIDE AND A GRANT FROM THE NATIONAL COUNCIL ON AGING TO CONNECT OLDER ADULTS AND THOSE WITH DISABILITIES IS IN THE FAR NORTH TO BENEFIT PROGRAMS AND CALFRESH BEING ONE OF THOSE. WE'RE CLOSELY CONNECTED TO CHICO STATE, SO THE MAJORITY SUCH AS OUTREACH, APPLICATION ASSISTANCE, DONE BY OUR INTERNS AND STAFF. THIS IS OUR THIRD YEAR AS A B.E.C. CENTER. AND WE WOULD LIKE TO SHARE BEST PRACTICES. NEXT SLIDE PLEASE. SOME OF OUR BEST PRACTICES THAT WE WOULD LIKE TO HIGHLIGHT INCLUDE OUTREACH, APPLICATION ASSISTANCE, COUNTY ASSISTANCE AND TIPS FOR FOLLOW-UP. NEXT SLIDE.

OKAY, SO FOR OUTREACH WE LIKE LED BY PROGRAM OR STUDENT STAFF OR RETURNING INTERN LEAD. WE LIKE TO ATTEND COMMUNITY EVENTS THAT DRAW THE MOST PEOPLE. DISTRIBUTION PEOPLE ONE OF THOSE LARGER EVENTS. WE HAVE LEARNED WE NEED TO GET TO THE SITES EARLY AS PEOPLE SHOW UP EARLY TO WAIT IN LINE FOR THEIR FOOD. WE HAVE FOUND ONCE THEY GET THEIR FOOD, WE TEND TO MISS THEM. WHILE THEY ARE IN LINE, IF THEY ARE INTERESTED IN APPLYING, WE DO AN APPLICATION WHILE THEY ARE WAITING IN LINE. IF THEY DON'T WANT TO COMPLETE IT WHILE WAITING IN LINE, WE TAKE DOWN THE INFORMATION AND DO A FOLLOW-UP AND HELP THEM WITH THE APPLICATION LATER. WE SUBMIT ALL CALFRESH APPLICATIONS ONLINE. WE USE TABLETS AND LAPTOPS. WE HAVE A MOBILE HOT SPOT IN CASE THERE IS NO WI-FI OR INTERNET. TRANSPORTATION AND ACCESS CAN BE CHALLENGING IN THE FAR NORTH. MOST OF THEM DO NOT HAVE EMAIL OR ACCESS THE INTERNET. WE HAVE HAD GOOD SUCCESS REACHING OLDER ADULTS WHEN WE GO TO WHERE THEY SPECIFICALLY LIVE, AND PROVIDE APPLICATION ASSISTANCE OR OUTREACH. AND SO WE PROVIDE OUTREACH TO RESIDENTS AND LOW-INCOME OR SUBSIDIZED HOUSING. THEY HELP PROVIDE A SPACE FOR US TO ASSIST WITH APPLICATIONS, LETTING US HANG UP FLIERS OR USING A COMMUNITY ROOM. THE RESIDENTS TEND TO HAVE A GREAT RELATIONSHIP WITH THE RESIDENT MANAGERS. THEY ARE EXCITED TO HELP THEIR RESIDENTS ALSO. AND SO WHEN WE'RE PROVIDING ON-SITE ASSISTANCE, WE HAVE A SIGN-UP SHEET TO HELP MANAGE THE FLOW. RESIDENTS FIND IT HELPFUL BECAUSE

THEY KNOW WHEN IT'S THEIR TURN. IT HELPS ELIMINATE WHO IS NEXT AND HOW LONG A RESIDENT NEEDS TO -- NEXT SLIDE PLEASE. WHEN WE'RE AT AN OUTREACH EVENT OR SOMEONE COMES IN NEEDING ASSISTANCE, THERE IS AN IN-HOUSE PROCESS. WHEN ASSISTING WE COLLECT CONTACT INFORMATION AND HAVE THEM SIGN A RELEASE OF INFORMATION. WE COLLECT THEIR CONTACT INFORMATION FOR REPORTING AND FOLLOW-UP PURPOSES. THE CONTACT SHEET HELPS US ANSWER SOME OF THE APPLICATION QUESTIONS. SO THIS WAY WE'RE NOT ASKING THE CLIENT -- THE SAME THING MULTIPLE TIMES. WE HAVE THEM SIGN A RELEASE OF INFORMATION, THAT HELPS COMMUNICATE WITH THE COUNTY ON THE APPLICANT'S BEHALF, SHOULD QUESTIONS COME UP. IT IS A STATE FORM THAT IS ACCEPTED IN ALL CONSULTANTS. WE'RE USING THE GET CALFRESH DOT ORG WEBSITE. WE FOUND GET CALFRESH IS EASIER TO USE AND WE CAN GET THROUGH AN APPLICATION WITHIN 10 MINUTES. WE HAVE A COMMUNITY-BASED ACCOUNT WHICH HELPS WITH REPORTING AND WE'RE ALSO ABLE TO SEE DATA. IF YOU WOULD LIKE AN ACCOUNT, YOU CAN GO ON THE WEBSITE AND THERE ARE DIRECTIONS. I BELIEVE CALFRESH WILL BE LIVE IN ALL COUNTIES IN JUNE 1. ALL OF OUR NEW STAFF AND INTERNS USE THE SITE, YOU CAN PRACTICE AN APPLICATION. DEPENDING ON OUR HOUSEHOLD SITUATION IT ASKS DIFFERENT QUESTIONS. FOR AN OLDER ADULT YOU HAVE TO ANSWER QUESTIONS RELEVANT TO THEIR SITUATION. IF THERE IS A MEDICAL EXPENSE SCREEN AND IT'S USUALLY FOR A HOUSEHOLD WITH AN OLDER ADULT OR A DISABILITY. THE LINK IS ON THE SCREEN. THIS IS

WHAT WE USE TO TRAIN STAFF AND INTERNS, YOU CAN GO THROUGH THE APPLICATION AND SUBMIT. IT'S JUST TO PRACTICE. IT TAKES YOU ALL THE WAY THROUGH IT. WHEN ASSISTING A CLIENT WITH AN APPLICATION WE ALWAYS DO THE APPLICATION FOR THE CLIENT. WE ASK THE QUESTIONS, WE TYPE IN THE ANSWERS. IT MAKES THE PROCESS A LOT QUICKER BECAUSE WE'RE FAMILIAR WITH THE QUESTIONS AND CAN EXPLAIN THEM. AFTER WE SUBMIT AN ONLINE APPLICATION, WE GO OVER AN IN-HOUSE FORM CALLED GETTING AND KEEPING CALFRESH CAN BE EASY, CREATED BY OUR TEAM TO HELP THE APPLICANT VISUALLY SEE WHAT COMES NEXT. SO NEXT SLIDE PLEASE. WE HAVE THIS KEPT AT OUR FRONT DESK. WE REFER TO THIS TOOL AS A GUIDE FOR APPLICANTS. TODAY WE HELPED THEM SUBMIT THEIR APPLICATION. NEXT THEY NEED TO DO AN INTERVIEW. AFTER THAT THEY SUBMIT VERIFICATIONS. SO WE EXPLAIN TO THE CLIENTS OR THE APPLICANT THE APPLICATION WAS SUBMITTED. AND THEY SHOULD EXPECT AN APPOINTMENT WITHIN THE NEXT TWO WEEKS. IF THEIR NOT ELIGIBLE FOR EXPEDITED SERVICES. IF THEY ARE ELIGIBLE, THEY MAYBE GETTING A CALL FROM THE COUNTY WITHIN THE NEXT THREE DAYS. AND THEN WE REMIND THE APPLICANTS THE COUNTY MAY CALL FROM A BLOCKED OR PRIVATE NUMBER AND THEY SHOULD PICK UP THEIR PHONE WITHIN THE NEXT COUPLE OF WEEKS. WE PREPARE THE CLIENTS AND LET THEM KNOW THE INTERVIEWS TAKE 20 TO 30 MINUTES DEPENDING ON THE HOUSEHOLD AND THAT INTERVIEWS

>> HI, EVERYBODY. PLEASE BEAR WITH US AS WE TRY TO FIGURE OUT WHAT HAPPENED WITH MAI LAI. PLEASE STAND BY.

>> SORRY ABOUT THAT. I THINK I WAS CUT OFF. GOING BACK TO THIS DOCUMENT, SO THIS IS WHAT WE USE. WE REMIND THEM, IF THEY SUBMIT TODAY, THEY GET AN INTERVIEW AND HAVE TO SUBMIT VERIFICATION. YOU LET THEM KNOW THE INTERVIEWS FOR THE COUNTY TO VERIFY AND CLARIFY INFORMATION ABOUT THE HOUSEHOLD. WE REMIND THE APPLICANTS THE COUNTY WILL ASK THEM SIMILAR QUESTION TODAY WHAT WE'VE ASKED THEM BUT THEY MAY ASK ADDITIONAL QUESTIONS AS WELL. WE WANT THEM PREPARED. AFTER THE INTERVIEW VERIFIESES ARE NEEDED. WE -- VERIFICATIONS. WE CAN HELP THEM SORT THROUGH AND SEND THEM THE PROPER VERIFICATIONS. NEXT SLIDE PLEASE. PERFECT. FOR COUNTY PARTNERSHIPS, THIS COUNTY PARTNERSHIPS ARE REALLY IMPORTANT. WE COMMUNICATE WITH OUR COUNTY PARTNERS WHEN DOING A BIG EVENT OR CALFRESH APPLICATION. THIS IS IN CASE THEY NEED TO MOVE STAFF AROUND. WE PROVIDE CROSS TRAINING FOR THE COUNTY PARTNERS. OUR LOCAL COUNTY HAS PREVIOUSLY GIVEN US CALFRESH TRAINING IN THE PAST. THE COMMUNICATION IS USUALLY FUNNELED. WE HAVE ONE PERSON FROM OUR AGENCY COMMUNICATING WITH THE COMMUNITY SO WE CAN ELIMINATE ANY CONFUSION. WE COMMUNICATE WITH THE COUNTY ON THE CLIENT'S BEHALF DEPENDING ON THE SITUATION. IF THE CLIENT IS IN PERSON WITH US, WE CALL THE COUNTY TOGETHER AND FOLLOW-UP THAT WAY. NEXT SLIDE PLEASE. THE LAST PIECE IS THE FOLLOW-UP. OUR

OUTREACH WORKERS ARE FAMILIAR WITH THE BASIC ELIGIBILITY INFORMATION AND WITH THE 30-DAY APPLICATION PROCESS. WE FOLLOW-UP WITHIN TWO WEEKS OF SUBMITTING. THE APPLICANT SHOULD HAVE HEARD BACK FROM THE COUNTY, RECEIVED AN APPOINTMENT LETTER OR COMPLETED AN INTERVIEW. OUR FOLLOW-UP CONVERSATIONS ARE GUIDED BY THE APPLICANT RESPONSE. HAVE THEY HEARD FROM THE COUNTY? HAVE THEY HAD THEIR INTERVIEW? IF THEY HAVEN'T, HAVE THEY HAD A CHANGE IN ADDRESS OR PHONE NUMBER? DO THEY KNOW WHAT VERIFICATIONS ARE NEEDED? WE USUALLY HAVE TO FOLLOW-UP A COUPLE OF TIMES. IF YOU CALL THE CLIENT AND THE INTERVIEW WAS COMPLETED, WE FOLLOW-UP TO MAKE SURE VERIFICATION WAS RETURNED AND IF CALFRESH BENEFITS WERE GRANTED. OLDER ADULTS PREFER PHONE CALLS. WITH TEXTING THAT MIGHT BE CHALLENGING, IF THEY DON'T HAVE INTERNET OR EMAIL THAT IS DIFFICULT. PHONE CALLS IN THE MORNING ARE PREFERRED BY OLDER ADULTS THAT WE HAVE ASSISTED. SO NEXT SLIDE. AND THAT'S OUR CONTACT INFORMATION. IF YOU HAVE ANY QUESTIONS, FEEL FREE TO REACH OUT TO US. ALL RIGHT. NEXT SLIDE. AND I'M TURNING IT OVER TO PHYLLIS AT THE WATTS LABOR COMMUNITY ACTION COMMITTEE.

>> MY NAME IS PHYLLIS WILLIS, SENIOR DIRECTOR FOR WLCAC AGING PROGRAMS, INCLUDING OVER 22 ZIP CODES, 22 CONGREGATE MEAL SITES AND SENIOR HOUSING FOR OLDER ADULTS, TRANSPORTATION, IN-HOME SERVICES AND SEVERAL OTHER PROGRAMS RELATED TO OLDER ADULTS. THE HISTORY OF WLCAC IS THAT WE ARE A NONPROFIT 5013C

INCORPORATED IN 1965, TO IMPROVE THE QUALITY OF LIFE FOR WATTS AND NEIGHBORING COMMUNITIES, ESTABLISHED BY TED WATKINS AND THE AUTOMOBILE WORKERS UNION AT THE WATTS RIOT. AND THERE BEGAN OR PUSH TOWARD ADDRESSING FOOD AND SECURITY THROUGH TED. 50 YEARS LATER OUR NUTRITION PROGRAM DELIVERED 2,011,000 MEALS ANNUALLY, THAT WILL DOUBLE TO 400,000 MEALS FOR HOME-BOUND SENIORS WHO ARE UNABLE TO GO OUT. FOOD AND SECURITY IS OUR NUMBER ONE PRIORITY. CALFRESH I'M EXCITED ABOUT, WE'VE HAD SENIORS COME IN TO OUR CENTERS, WE HAVE FIVE OF THEM. WE USUALLY ONLY GET 3% THAT ARE ELIGIBLE. WE'RE GOING BACK TO THOSE FOLKS AND GETTING THEM TO COME BACK IN. WE PROVIDE ABOUT AN -- NEXT SLIDE PLEASE. WE PROVIDE ABOUT 18,000 ONE-WAY TRIPS FOR OLDER ADULTS AND THOSE WITH DISABILITIES. WE ALSO WILL PROVIDE THEM WITH INFORMATION ABOUT THIS NEW INFORMATION WITH CALFRESH TO BECOME FOOD SECURE. OUR CASE MANAGEMENT AND SUPPORTIVE SERVICES, AGAIN, COVER ABOUT 45 ZIP CODES, CURRENTLY 22 AND JULY 1, 45. AS I SAID EARLIER, WE HAVE EVIDENCE-BASED PROGRAM, DIABETES, HYPERTENSION, THE STAFF MODEL WE PROVIDE SENIOR HOUSING AND CONGREGATE MEAL SITES WITHIN THE SENIOR CENTERS. WE HAVE AN ECONOMIC DEVELOPMENT WE HAVE 150 COMMERCIAL AND RESIDENTIAL PROPERTIES. NEXT SLIDE. THIS IS ONE OF OUR BEST PRACTICES. WE HAVE THIS BROCHURE DEVELOPED BY OUR BENEFITS ENROLLMENT LEAD WHO IS HERE TODAY WITH ME, KARINA HERNANDEZ AND ONE OF OUR MANAGERS OLIVIA DRAKE. WE HAVE IT IN

SPANISH AND ENGLISH. WE ALWAYS TAKE AN OPPORTUNITY TO MARKET NATIONAL COUNCIL ON AGING, THE DEPARTMENT OF AGING. LAURA TRAY HO, OUR COUNCILMAN PRICE IS A CHAMPION FOR BENEFITS ENROLLMENT AND THEY ARE EXCITED ABOUT THE CALFRESH FOOD POLICY CHANGE. WE USE THEIR ON THEIR WEBSITE, TO INFORM SENIORS WHERE THE SITES ARE AT. IT'S A VERY USEFUL TOOL. NEXT SLIDE. OKAY, SO THESE ARE OUR BENEFIT ENROLLMENT CENTERS. I WON'T SPEND A LOT OF TIME ON THAT. THE FLAGSHIP IS THE BRADLEY SENIOR CENTER. THERESA LINDSEY AND TWO OTHERS IN THE WESTERN AREA. NEXT SLIDE. CALFRESH YOU WILL SEE A LOT OF PICTURES TODAY THAT ACTUALLY HAVE A LOT OF FOOD AROUND THEM. BECAUSE AS I SAID, FOOD AND SECURITY IS OUR NUMBER-ONE GOAL. TED WATKINS BACK IN 1965 ACTUALLY STARTED FARMING AND NOW WE HAVE ANOTHER FARM THAT WE'RE BUILDING FOR THE COMMUNITY OF WATTS HAS 2.12 MILES, 40,000 FOLKS LIVE THERE. WE'RE GOING TO BE ABLE TO DO OUTREACH IN THAT AREA. SO OUR BEST PRACTICES IS MAKING SURE WE'RE CULTURALLY COMPETENT WITH BILINGUAL STAFF, A RECOGNITION PROGRAM TO KEEP THEM INTACT. GRANT CONTINUING OUR OUTREACH BEST PRACTICES. WE HAVE WHAT WE CALL A CLIENT TRACKING SHEET. SO THAT SHEET WE DO IT THROUGH GOOGLE. AND WE ACTUALLY SEND IT OUT TO ALL OF OUR CASE MANAGER AND SERVICE COORDINATORS. WE'RE GETTING READY TO IMPLEMENT WITH THE 35 NUTRITION STAFF SO THEY CAN TAKE THE LITERATURE WITH THEIR CLIENTS. I TALKED ABOUT MARKETING ON THE SOCIAL MEDIA PLATFORM, THE COUNCIL OFFICE, LAURA TREHO. WE

INTEGRATE EVERYTHING INTO THE FOOD PROGRAM. WE HAVE FOOD INSECURITY IN THE EVENINGS WITH OUR SENIORS. WE DID AN ANALYSIS WITH CALIFORNIA COMMUNITY FOUNDATION THAT SHOWED OUR 70% OF OUR SENIORS WERE AT HIGH-FOOD RISK. THIS PROGRAM IS VERY IMPORTANT TO BRIDGING THAT GAP. NEXT SLIDE PLEASE. WE ALSO TAKE A LOOK AT OUR OUTREACH MATERIALS. WE HAVE A BANNER YOU WILL SEE ON ANOTHER SLIDE THAT STANDS ABOUT 7 FEET TALL. WE HAVE OUR INFORMATION IN ENGLISH AND SPANISH. AS MY COLLEAGUE SAID, WE USE OTHER LANGUAGE TO MAKE SURE IT'S RESPECTFUL. WE BUILD TRUST, THAT IS OUR NUMBER ONE BENEFIT. WE BUILD UPON THE PARTNERSHIPS WE HAVE. WHAT CAN WE DO FOR US? WHAT CAN WE DO FOR YOU? THEY HAVE A WAITING LIST OF 400 CLIENTS, OLDER CULTURES. WE WORK WITH DEPARTMENT OF AGING AND OTHER SENIOR PROGRAMS. SUCCESS STORIES ARE NUMBER ONE. A GREAT SUCCESS STORY BRINGS IN MANY NEW CLIENTS. NEXT SLIDE. THIS IS ONE OF THE SUCCESS STORIES. THE AGUILERAS WHO CAME INTO THE CENTER. HUSBAND HAS PARKINSON'S DISEASE, THEY PUT IN THE APPLICATION. THEY GOT RETURNED. AND WHEN THE APPLICATION GOT RETURNED, OUR B.C. COUNSEL KARINA WORKED WITH THEM. THEY WERE EXCITED AND TOLD THE STORY TO EVERYONE. THEY WEREN'T ELIGIBLE FOR CALFRESH AND NOW THEY ARE. THEY ARE BEEN SPREADING THE WORD. WE HAVE THEM TO RECRUIT WITHIN THEIR COMMUNITY TO BRING FOLKS INTO OUR CENTER TO GET SIGNED UP FOR CALFRESH. WE GIVE THEM A BRIEF MARKETING, SHORT SPEECH TO TELL EVERYONE. NEXT SLIDE, PLEASE. AND SO I WON'T GO

THROUGH ALL OF THESE BUT THE KEY NETWORK IS OUR CASE MANAGER. EVERYONE NO MATTER IF IT'S CITY OR COUNTY HAVE OUR TRACKING FORM AND THEY ARE SENT BACK TO KARINA TO BE PREPARED FOR THE 5TH OF THE MONTH. OUR WEATHERIZATION PROGRAM, OUR CONGREGATE SITES AND SENIOR CENTERS. THESE ARE MOSTLY EVENTS WE HOLD AT ONE OF THE SENIOR CENTER AT LEAST ONCE A QUARTER TO HELP GET FOLKS IN. OUR COST TRAINING IS ONE OF OUR GREATEST BEST PRACTICES. EVERYONE IS TRAINED FROM THE TRANSPORTATION STAFF, DOOR-TO-DOOR DRIVERS, THE SENIORS KNOW THEM. THEY WORKED THERE FOR 10 OR 15 YEARS. THEY ARE PART OF THE OUTREACH. WHEN THE SENIORS GET ON THE VAN, THEY HAND INFORMATION. IF THEY NEED FOOD, THEY LET THE CASE MANAGER KNOW. THE CONGREGATE MEAL SITE. I LET THE ADMINISTRATIVE STAFF KNOW WHAT WE HAVE. OUR MAIN CAMPUS AT WLCAC, WE HOLD A BIG MARKET EVERY TWO WEEKS AND SET UP A TABLE TO SIGN UP THOSE INDIVIDUALS COMING TO GET FOOD AT THAT MARKET. NEXT SLIDE, PLEASE. WE TARGET THOSE WITH DISABILITIES. THEY COME IN FOR THE ARTHRITIS FOUNDATION. WHERE ARE THE OPPORTUNITIES? EVERYBODY, THAT IS KIND OF A THEME WITHIN OR ORGANIZATION. NEXT SLIDE. NEXT SLIDE PLEASE. SUSTAINABILITY. CHALLENGES. INCREASING, WE HAVE LARGE HOMELESS SUSTAINABILITY. OKAY. BROADENING OR VOLUNTEER TRAINING PROGRAM. WE'LL BE WORKING WITH OUR PARTNERS AT CALFRESH AND D.P.S.S. I'M WORKING ON PUTTING TOGETHER A COMMUNITY ACTION COMMITTEE INVOLVING DEPARTMENT OF AGING AND COUNCIL TO TALK ABOUT THE ACTIONS WE NEED TO TAKE WITHIN

THE WIDER COMMUNITY AND HOW CAN THEY SUPPORT THE EFFORT.

COUNCILMAN PRICE, CALFRESH HAS BEEN IN THE NEWSPAPER AND ON THE SOCIAL PLATFORM BECAUSE OF COUNCILMAN'S EFFORT. WE'LL INCLUDE THEM WHEN TALKING ABOUT FUNDING. WE'RE GETTING TO LAUNCH A FOOD EXPANSION PROGRAM ALLOWING US TO TAKE FOOD TO OUR HOME-BOUND SENIORS. WE'RE LOOKING FOR COLLABORATIVE PARTNERS. WE'RE NOT COMPETING, WE CAN ASK FOR A MUCH LARGER CONTRACT OR GRANT THAT ADDRESSING VOLUNTEERING OR THEY NEED MORE CASE MANAGERS OR B.E.C. COUNSELS, WE'RE GOING TO WORK ON IMPLEMENTING AND DESIGNING A PLAN FOR THAT. NEXT SLIDE. OUR CHALLENGES ARE HOMELESS POPULATION, WE FEED THEM QUITE FREQUENTLY. WE HAVE A LOT OF OLDER AND ELDERLY ADULTS THAT COME IN TO THE SENIOR CENTER. WE'RE WORKING ON HOW TO ADDRESS FOOD AND SECURITY WITH THIS POPULATION AND WITH CALFRESH AND OUR CASE MANAGERS WILL BE INTEGRATED THAT SYSTEM. WE NEED FUNDING TO INCREASE OUR CAPACITY. WE'RE GROWING, WHICH IS A BLESSING, TO REACH ALL OF THE SITES WE HAVE. WE HAVEN'T TOUCHED MANY OF OUR PROPERTIES. WE HAVE OVER 150 PROPERTIES. HOW DO WE TOUCH THOSE WITH THE DISABLED: HOW CAN WE DEVELOP A CITYWIDE SYSTEM AROUND FOOD AND SECURITY AND INCLUDE CALFRESH IN THAT IMPLEMENTATION? WE WANT TO BE INNOVATIVE AS WE BEGIN TO DESIGN THIS SYSTEM. DO SOMETHING THAT SOMEONE HAS NEVER DONE BEFORE. WE'RE THINKING AND PUTTING TOGETHER IDEAS. WE'RE WORKING WITH SEVERAL PARTNERS LIKE U.C.L.A., CATHERINE SARKISIAN,

MET WITH GENEVIEVE. WE FELT THAT WHY DON'T PEOPLE WHO DON'T COME BACK OR THEY DON'T ACCESS THE SERVICES FOR CALFRESH, WHAT IS THE REASON? IT COULD BE THEY JUST FORGOT OR IT COULD BE THEY DON'T HAVE TRANSPORTATION. I THINK THAT'S WHAT WE'RE GOING TO FOCUS OUR ANALYSIS ON. I WILL WORK WITH THE U.C.L.A. TEAM TO LOOK AT THE SPREADSHEET DATA AND DESIGN ANOTHER DOCUMENT TO INFORM US OF THOSE FINDINGS. NEXT SLIDE, PLEASE. HELLO? NEXT SLIDE PLEASE. THANK YOU. SOME OF THE SOLUTIONS IS COLLABORATING WITH CALFRESH AND SOME OF OUR OTHER PARTNERS AND THEIR TEAM AND ADMINISTRATORS. AND WE'LL BE WORKING TO MEASURE AND EVALUATE CALFRESH OUT COMS WITH DR. SARKISIAN AT THE U.C.L.A. CAFR TEAM AND LOOKING AT VOLUNTEER ORGANIZATIONS THAT ARE WELL KNOWN TO SEE HOW WE CAN WORK WITH THEM TO RECRUIT RETIREES THAT ARE HIGH FUNCTIONING AND LOOKING FOR SOMETHING TO DO. THIS IS OR BANNER, IT STANDS ABOUT 7 FEET TALL. IT COSTS ABOUT \$140. IT'S AN OUTREACH TOOL, THE WORDING IS BIG ENOUGH AND THEY WILL ASK FOR A CASE MANAGER. THIS HAS BEEN A VERY SUCCESSFUL TOOL. NEXT SLIDE PLEASE. THIS IS OUR TRACKING FORM WE'LL WORK WITH DR. SARKISIAN TO PULL DATA TO DO ANALYSIS. THIS IS REPORTING FORM FOR OUR PROPERTY MANAGERS AND RESIDENCE SERVICE COORDINATORS AND CASE MANAGERS. NEXT SLIDE PLEASE. AND THIS IS KARINA, SHE'S THE LEAD. SHE'S DOING A WONDERFUL JOB. IF YOU HAVE QUESTIONS OR NEED TO REACH ME, CONTACT HER AND SHE'LL BE

MORE THAN HAPPY TO SHARE WITH YOU ANY OF THE INFORMATION WE HAVE DISCUSSED IN THIS PRESENTATION. THANK YOU.

>> THANK YOU, PHYLLIS AND ALSO TO ERIN, MAYRA AND MA LAI. APPRECIATE THE UNIQUE PERSPECTIVES. I HOPE THE LISTENERS FOUND USEFUL INFORMATION TO SHAPE THEIR ACTIONS WITH PEOPLE WITH DISABILITIES. I WANTED TO HIGHLIGHT MORE RESOURCES THAT ARE AVAILABLE ONLY THE CALFRESH WEBPAGE. OUR TEAM PUT TOGETHER A REFRESHER SERIES WHICH IS AVAILABLE ONLINE, TWO MAY BE OF INTEREST. ONE COVERS ELIGIBILITY RULES FOR SENIORS OR PEOPLE WITH DISABILITIES, WHICH IS IMPORTANT BECAUSE THERE IS MEANINGFUL DIFFERENCES WITH CALFRESH ELIGIBILITY. THE OTHER PROVIDES ADDITIONAL INFORMATION ON THE ELDERLY SIMPLIFIED PROJECT OR E.S.A.P., A SERIES OF WAIVERS TO MAKE THE CALFRESH CLIENT EXPERIENCE BETTER FOR SENIORS AND PEOPLE WITH DISABILITIES. HERE ARE A FEW FINAL REMINDERS. THERE ARE TWO MORE WEBINARS ON APRIL 16 AND I HOPE YOU JOIN US FOR THOSE. I MENTIONED THE WEBSITE AT WWW.CDSS.CA.GOV/CALFRESHSSI SEVERAL TIMES. THIS IS YOUR ONE-STOP SHOP FOR EVERYTHING RELATED TO THE PROGRAM EXPANSION. YOU MAY EMAIL US AT CALFRESHSSI@DSS.CA.GOV. THAT IS ALL FOR US. THANK YOU, AND HAVE A GREAT DAY.